

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA



FILED

11/20/25

04:59 PM

K2510018

Appeal of Osama Rashed from T.2025-09-003 on
09/08/2025 in the amount of \$5,000 issued by the
California Public Utilities Commissioner
Consumer Protection and Enforcement Division.

K.25-10-018

**COMPLIANCE FILING OF THE
CONSUMER PROTECTION AND ENFORCEMENT DIVISION
FOR CITATION NUMBER T.2025-09-003
IN ACCORDANCE WITH RESOLUTION ALJ-377**

(PUBLIC VERSION)

Pursuant to Resolution ALJ-377,¹ the Consumer Protection and Enforcement Division (CPED) of the California Public Utilities Commission submits this compliance filing regarding the appeal of CITATION T.2025-09-003 issued on September 8, 2025. The compliance filing includes the citation and all attachments.

The Notice of Appeal was filed on October 29, 2025.² Because this Compliance Filing is not timely filed, CPED is also serving and filing a Motion to accept late-filing.

Respectfully submitted,

/s/ CATHERINE RUCKER

CATHERINE RUCKER
Attorney for

Consumer Protection and Enforcement
Division
California Public Utilities Commission
505 Van Ness Ave.
San Francisco, CA 94102
Telephone: (415) 703-1755
Email: catherine.rucker@cpuc.ca.gov

November 20, 2025

¹ Resolution ALJ-377, *Modifies and Makes Permanent the Citation Appellate Rules and General Order 156 Appellate Rules* (Apr. 28, 2020); ALJ-377, Appendix A, *Citation Appellate Rules and General Order 156 Appellate Rules* (Revised Rules Applicable on July 1, 2020), pp. 5-6.

² K.24-10-018, Citation Appeal (Oct. 29, 2025).

ATTACHMENTS



Public Utilities Commission

STATE OF CALIFORNIA

CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE AND GENERAL ORDER

To: Osama R. Rashed, Owner
Db: Mayar Limousine Service
1250 El Camino Real Apt. 852
Millbrae, CA 94030

File No.: TCP 21447-P
Citation #: T.2025-09-003
Date: September 8, 2025
Case #: CSE-000447

VIOLATIONS

You are hereby cited as having violated sections of the Public Utilities (Pub. Util.) Code and General Order (G.O.) as described below. These violations occurred during the period of February 25, 2025, to June 10, 2025.

- (1) Operated as a Charter-Party Carrier after revocation of authority in violation of Pub. Util. Code Section 5379 **[2 counts]**; and
- (2) Operated at an airport without an airport permit and failed to follow airport rules and regulations in violation of Pub. Util. Code Section 5371.4(b) and G.O. 157-E, Part 3.02 **[3 counts]**.

STATEMENT OF FACTS

The above violations are documented in the attached Investigation Report, which consists of the carrier's records and substantiating documents obtained from other sources.

RESPONSE

TEB used the Penalty Assessment Methodology adopted in Resolution M-4846 and considered mitigating and exacerbating factors in setting the fine.

You are hereby called upon to answer this citation on or before September 29, 2025. By way of such an answer, you may either:

- (1) Pay a fine of \$5,000 pursuant to Pub. Util. Code Section 5378. Submit your check or money order payable to California Public Utilities Commission using the attached *Citation Agreement*. Upon payment, the fine will be deposited in the State Treasury to the credit of the General Fund and the CPUC staff will deem the matter closed, **or**
- (2) Contact the Supervisor below to make payment arrangements, **or**
- (3) Contest this Citation by filing an Appeal. See the attached document "*How to File an Appeal and Instructions for Filing a Notice of Appeal and Certificate of Service for a Citation Appeal*."

If you fail to respond by September 29, 2025, you will be in default and will have forfeited your right to appeal the Citation. The CPUC may also act through a civil or criminal proceeding to recover any unpaid fine and ensure compliance with applicable statutes and CPUC orders.

Eric Hooks

Eric Hooks
Program and Project Supervisor
Consumer Protection and Enforcement
Division Transportation Enforcement Branch
Telephone number: (415) 703-2302
E-mail address: eric.hooks@cpuc.ca.gov



Public Utilities Commission

STATE OF CALIFORNIA

CITATION COMPLIANCE AGREEMENT

File No.: TCP 21447-P
Citation #: T.2025-09-003
Date: September 8, 2025
Case #: CSE-000447

I (we) hereby agree to comply with this citation dated September 8, 2025, and herewith pay the fine of \$5,000.

Osama R. Rashed, Owner
Db: Mayar Limousine Service
1250 El Camino Real Apt. 852
Millbrae, CA 94030

(Signature)

(Title)

(Date)

Payment (cashier's check or money order) should be made payable to *California Public Utilities Commission* and sent to:

California Public Utilities Commission Attn: Fiscal Office
505 Van Ness Avenue
San Francisco, CA 94102-3298

Or

Payment is to be submitted online via TCP Portal ([Welcome to TCP Portal \(ca.gov\)](https://www.cpuc.ca.gov/tcp-portal)) using a credit card, ACH, or check. Payment via credit card is recommended as it provides real-time verification, whereas ACH payments take two days to clear with the bank.

INVESTIGATION REPORT

CARRIER: Osama R. Rashed, doing business as (dba) Mayar Limousine Service, Individual

OWNER: Osama R. Rashed

AUTHORITY: TCP 21447-P (Revoked)

MAILING ADDRESS: 1250 El Camino Real Apt. 852
Millbrae, CA 94030

PHONE/EMAIL: (415) 299-9988 / mayarlimo@yahoo.com

VEHICLE: 1

EMPLOYEE-DRIVER: 1

PL&PD¹

INSURANCE: Not on file with CPUC²

INSURANCE

EXCESS: Not on file with CPUC

WORKERS'

COMPENSATION

INSURANCE: N/A

DRUG CONSORTIUM: Not on file with CPUC

¹ Public Liability and Property Damage (PL&PD)

² California Public Utilities Commission (CPUC)

INTRODUCTION

On March 20, 2025, I was assigned to investigate the operations and practices of Osama R. Rashed DbA Mayar Limousine Service (hereinafter referred to as Osama R. Rashed), Charter-Party Carrier (TCP) 21447-P, because of a complaint from the San Francisco International Airport (SFO) Ground Transportation Unit (GTU) alleging that Osama R. Rashed was operating after revocation of his CPUC authority and operated at an airport without an airport permit, and failed to follow airport rules and regulations.

VIOLATIONS

I investigated Osama R. Rashed for the period of February 25, 2025, to June 10, 2025, and found violations of the following provisions of the Public Utilities (Pub. Util.) Code and CPUC General Orders (G.O.):

- **Operated as a Charter-Party Carrier after revocation of authority in violation of Pub. Util. Code Section 5379. [2 counts]**

On May 2, 2018, CPUC's Transportation Licensing and Analysis Branch sent the Order of Revocation of Operating Authority to Osama R. Rashed via the TCP Portal [**Attachment 1**]. The Order notified Osama R. Rashed that his TCP operating authority was revoked effective May 2, 2018, for failure to pay annual fees for 2017, and any unlawful operations are subject to fines and penalties as outlined in the Pub. Util. Code.

On February 25, 2025, SFO GTU Investigator Jack Chen issued Osama R. Rashed Administrative Citation No. 48496 and Notice to Cease-and-Desist (C&D) No. 24-10854 [**Attachment 2**] for operating a chauffeur business without authorization, operating after revocation of his CPUC authority, no TCP displayed, and no SFO airport permit. On April 9, 2025, I sent a C&D via USPS Certified Mail with tracking number 7022 2410 0003 2544 8318 and via email mayarlimo@yahoo.com to Osama R. Rashed [**Attachment 3**]. On June 10, 2025, I spoke with Osama R. Rashed and confirmed that he had received my C&D via email. I explained to him that I had received a report from SFO GTU stating that he was operating as a TCP after revocation of his CPUC authority. Osama R. Rashed stated that he picks up his wife and family members at SFO because his wife works there. He also mentioned that he works for Uber. I

directed him to stop operating as a TCP at SFO. On the same day, I sent an email to SFO GTU Investigator Jack Chen regarding Osama R. Rashed's statements. SFO GTU Investigator Jack Chen responded, confirming that SFO GTU is aware that Osama R. Rashed's wife works in the [REDACTED] at SFO with a usual drop-off and pick-up time. He also provided pictures of Osama R. Rashed soliciting rides and picking up passengers at the SFO terminals on February 25, 2025, and June 7, 2025 [Attachment 4].

On June 11, 2025, I sent a Data Request to Uber Technologies, Inc. due to Osama R. Rashed's claim that he works for Uber [Attachment 5]. On June 23, 2025, Uber Technologies, Inc. replied to my Data Request, stating that the vehicle with license plate No. [REDACTED] was not active on the Uber platform during the review period specified in the Data Request [Attachment 6]. My investigation disclosed that Osama R. Rashed operated for two (2) days and conducted two (2) trips after the revocation of his TCP authority, as indicated in Table 1.

Table 1: Dates of operation after revocation of TCP authority

| Dates of Operation | Trips Conducted |
|--------------------|-----------------|
| 2/25/2025 | 1 |
| 6/7/2025 | 1 |

- **Operated at an airport without an airport permit and failed to follow airport rules and regulations in violation of Pub. Util. Code Section 5371.4(b), and G.O. 157-E, Part 3.02. [3 counts]**

On February 25, 2025, SFO GTU Investigator Jack Chen issued Osama R. Rashed Administrative Citation No. 48496 and C&D No. 24-10854 (see Attachment 2) for operating a chauffeur business without authorization, operating after revocation of his CPUC authority, no TCP displayed, and no SFO airport permit. On June 10, 2025, I emailed SFO GTU Investigator Jack Chen regarding Osama R. Rashed's statements and requested photo evidence and any trips Osama R. Rashed had conducted during the review period. SFO GTU Investigator Jack Chen provided statements with photo evidence of Osama R. Rashed soliciting rides from individuals at the SFO terminals on February 25, 2025, and June 7, 2025. On May 27, 2025, Osama R. Rashed was found pulling into the limousine curb designated for commercial limousines only and left once he saw SFO GTU Investigator Jack Chen approaching his vehicle (see Attachment 4). My investigation disclosed that Osama R. Rashed failed to follow airport rules and regulations on

three (3) separate days, as indicated in **Table 2**.

Table 2: Dates of solicitation after revocation of TCP authority

| Dates of Solicitation |
|------------------------------|
| 2/25/2025 |
| 5/27/2025 |
| 6/7/2025 |

DECLARATION

I have read the foregoing and know the contents thereof and I declare under penalty of perjury that the foregoing is true and correct, except as to those matters stated on information and belief, and to those matters, I believe to be true.

Executed on September 8, 2025, at Sacramento, California.

MaiKa Renda

MaiKa Renda, Enforcement Analyst

LIST OF ATTACHMENTS

- Attachment 1. Notice of Revocation
- Attachment 2. SFO GTU's Administration Citation No. 48496 & C&D No. 24-10854
- Attachment 3. CPUC C&D
- Attachment 4. SFO GTU Investigator Jack Chen Response Email
- Attachment 5. Uber Data Request
- Attachment 6. Uber's Response to the Data Request

Table of Contents

Attachment 1

STATE OF CALIFORNIA

EDMUND G. BROWN JR., Governor

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue
San Francisco, CA 94102-3298



PSG0021447

MAYAR LIMOUSINE SERVICE
ATTN : OSAMA R RASHED
1260 EL CAMINO REAL APT 913
MILLBRAE, CA 94030

Charter Party TCP021447P

ORDER OF REVOCATION

The OPERATING AUTHORITY(S) LISTED ABOVE IS REVOKED IF NOT OTHERWISE EXPIRED effective May 2, 2018 for the following reason:

Failure to Pay Annual Fees for 2017

Any carrier which operates with revoked operating authority(s) is guilty of a misdemeanor which is punishable by a fine of not less than \$1,000 or imprisonment of up to three months, or both. Additionally, Public Utilities Code Section 5387(c)(1) provides that a carrier which operates a bus without holding operating authority from the Commission shall be permanently barred from receiving a permit or certificate from the Commission.

NOTE: FOR CHARTER-PARTY CARRIERS, ALL LIVERY LICENSE PLATES MUST BE RETURNED TO THE COMMISSION IMMEDIATELY UPON REVOCATION OF YOUR OPERATING AUTHORITY.

YOU MAY REQUEST REINSTATEMENT OF YOUR AUTHORITY WITHIN 90 DAYS OF REVOCATION BY FILING A WRITTEN REQUEST FOR REINSTATEMENT ACCOMPANIED BY A \$125 FILING FEE. IF YOU FAIL TO HAVE YOUR AUTHORITY REINSTATED BEFORE July 31, 2018 YOU MUST REAPPLY AND PAY \$1,000 APPLICATION FEE (\$1,500 FOR AN "A" CERTIFICATE).

Dated May 2, 2018 at San Francisco California.

PUBLIC UTILITIES COMMISSION
STATE OF CALIFORNIA

Attachment 2

From: [REDACTED]
To: [Transportation Safety Complaints](#)
Cc: [SFO-GTC Investigators](#); [SFO-SFPD Airport GTU](#); [Taylor, Shantanro](#); [Hooks, Eric](#); [Bui, Nicholas](#)
Subject: [EXTERNAL] SFO Referral: Mayar Limousine Service TCP#21447 - No CPUC and Airport Authority 2/25/2025
Date: Tuesday, February 25, 2025 1:13:49 PM
Attachments: [image001.png](#)
[Citation#48496.pdf](#)
[Notice to Cease and Desist #24-10854.pdf](#)
[Citation#48496 Notice to Cease and Desist - Mayar Limousine Service TCP#21447.msg](#)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon!

A known solicitor, Mr. Osama Rashed, was observed operating a chauffeur business at SFO today without CPUC and Airport Authority. The passenger informed me that he was a chauffeur hired by the University of California to pick her up today.

I issued a notice to Cease and Desist (#24-10854) and a SFO Citation #48496 to Mr. Rashed via email today after the observation.

Also, Mr. Rashed is a known solicitor that solicits passengers on a regular basis at SFO, and his CPUC has been revoked since 2019.

Please let me know if you have any questions or require additional information.

Thank you!



[REDACTED]
Permit Compliance | Ground Transportation Unit | Airport Services
San Francisco International Airport | P.O. Box 8097 | San Francisco, CA 94128
Tel 650-821-6582 | Fax 650-821-3606 | flysfo.com/gtu

[Facebook](#) | [Twitter](#) | [YouTube](#) | [Instagram](#) | [LinkedIn](#)



AIRPORT COMMISSION
SAN FRANCISCO INTERNATIONAL AIRPORT
GROUND TRANSPORTATION ADMINISTRATIVE CITATION

48496

Date: 2/25/2025

Time: 09:54 PST

Day: Tuesday

Plate: [REDACTED]

VIN #:

Make: Lincoln

Model: MKZ

Style: 4 Door

Color: Black

Company: Osama R Rashed

TCP #: 021447

Location: T3 Arrivals

Violated Rules and Regulations

9.2 Operating a Business without Airport Authorization

Comment: Operating a chauffeur business without authorization. No SFO permit, CPUC revoked.

Issuing Authority: GTC

Issuer Id: 109

FINES SHALL BE ASSESSED PER RULE 14 OF SFIA AIRPORT RULES AND REGULATIONS AND/OR APPLICABLE OPERATING PERMIT.



**YOUR COMPANY MUST IMMEDIATELY CEASE AND
DESIST FROM ANY AND ALL OPERATIONS AT
SAN FRANCISCO INTERNATIONAL AIRPORT**

The San Francisco International Airport ("Airport") has determined you are operating without valid Airport authority and has violated the following rules:

- ☒ SFO Rules & Regulations Section 2.2
- ☒ SFO Rules & Regulations Section 3.3(D)
- ☒ SFO Rules & Regulations Section 9.2

Additionally, your company has violated California Public Utilities Commission ("CPUC") Codes and/or General Order 157-E (Check all that apply):

- ☐ Violation of Public Utilities Code Section 5371 - Operating without Valid CPUC Authority (Never Held)
- ☒ Violation of Public Utilities Code Section 5379 - Operating after Suspension/Revocation/Expiration/Denial of CPUC Authority
- ☐ Violation of CPUC General Order 157-E Section 3.01 - No / Improper Waybill
- ☒ Violation of CPUC General Order 157-E Section 3.02 - No Airport Permit
- ☒ Violation of CPUC General Order 157-E Section 4.04 - No TCP Displayed

Notes: Operating a "chauffeur business" without authorization. No SFO permit, CPUC Revoked

Under SFO Rule 14.1 the Airport, through any authorized Airport Commission employee or any Law Enforcement Officer, may cite infractions of these Rules and Regulations to any individual or business entity by issuance of a verbal or written Admonishment or a written Citation.

Violations of CPUC codes and General Orders are misdemeanors and are punishable by a fine of not less than one thousand dollars (\$1,000) and not more than five thousand dollars (\$5,000) or by imprisonment in a county jail for not more than three months, or by both that fine and imprisonment under Public Utilities Code Section 5411.

The failure to immediately cease and desist all operations involving SFO shall be deemed an unlawful trespass under California Penal Code § 602.4 and an unfair business practice under California Business and Professions Code § 17200.

Company Name: Mayar Limousine Service TCP Number: 21447

Osama Rashed
Print Name

Signature

☒ Refuse to Sign

Airport Personnel/Law Enforcement

Badge:

Date: 2/25/25

Airport Commission: White Copy
Driver: Canary Copy

T3 Arrivals
@ 0954

From: [REDACTED]
To: mayarlimo@mayar.com
Cc: [GTU \(AIR\); SFO-GTC Investigators](#)
Subject: Citation#48496 & Notice to Cease and Desist - Mayar Limousine Service TCP#21447
Attachments: [image001.png](#)
[Citation#48496.pdf](#)
[Notice to Cease and Desist #24-10854.pdf](#)

Hello,

Attached is Citation#48496. Today, your vehicle with LIC [REDACTED] was seen operating at SFO without SFO Airport authority.

Please Cease and Desist any commercial transportation that requires CPUC and Airport Authority at SFO until you have obtained the proper authority to do so.

Continuing to operate may result in an administrative fine for each trip conducted, recollection of trip fees and further investigation by CPUC for violating the Public Utilities Codes and General Order 157-E.

CPUC General Order 157-E § 3.02: No carrier shall conduct any operations on the property of or into any airport unless such operations are authorized by both this Commission and the airport authority involved. Consistent failure to comply with safety or traffic rules and regulations of an airport authority may result in suspension or revocation of Commission operating authority.

Public Utilities Code Section 5379: After the cancellation or revocation of a permit or certificate, or during the period of its suspension, or after the expiration of its permit or certificate, it is unlawful for a charter-party carrier of passengers to conduct any operations as a carrier. The commission may either grant or deny an application for a new permit or certificate whenever it appears that a prior permit or certificate of the applicant has been canceled or revoked pursuant to Section 5378 or whenever it appears, after hearing, that as a prior permit or certificate holder, the applicant engaged in any of the unlawful activities set forth in Section 5378 for which his or her permit or certificate might have been canceled or revoked.

Public Utilities Code Section 5411: Every charter-party carrier of passengers and every officer, director, agent, or employee of any charter-party carrier of passengers who violates or who fails to comply with, or who procures, aids, or abets any violation by any charter-party carrier of passengers of any provision of this chapter, or who fails to obey, observe, or comply with any order, decision, rule, regulation, direction, demand, or requirement of the commission, or of any operating permit or certificate issued to any charter-party carrier of passengers, or who procures, aids, or abets any charter-party carrier of passengers in its failure to obey, observe, or comply with any such order, decision, rule, regulation, direction, demand, requirement, or operating permit or certificate, **is guilty of a misdemeanor and is**

punishable by a fine of not less than one thousand dollars (\$1,000) and not more than five thousand dollars (\$5,000) or by imprisonment in a county jail for not more than three months, or by both that fine and imprisonment.

Please let me know if you have any questions.



Permit Compliance | Ground Transportation Unit | Airport Services
San Francisco International Airport | P.O. Box 8097 | San Francisco, CA 94128
Tel 650-821-6582 | Fax 650-821-3606 | flysfo.com/gtu

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Attachment 3

STATE OF CALIFORNIA

GAVIN NEWSOM, Governor

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue
San Francisco, California, 94102



Sent via email: mayarlimo@yahoo.com

April 9, 2025

TCP: 21447-P Revoked

Case No.: CSE-000447

Osama Rashad Rashed
Dba: Mayar Limousine Service
1260 El Camino Real Apt 913
Millbrae, CA 94030

NOTICE TO CEASE AND DESIST

Dear Osama R. Rashed:

On May 2, 2018, your Charter-Party Carrier (TCP) authority was revoked for failure to pay annual fees for 2017.

Public Utilities (Pub. Util.) Code Section 5379 states in part that it is unlawful for a TCP to conduct any operations after cancellation or revocation, or during the period of its suspension, or after the expiration of its authority. Pub. Util. Code Section 5414.5 states that it is unlawful to publish or advertise without a valid authority. Advertisements include, but are not limited to, advertising in local directories or Yellow Pages, business cards, websites, etc.

Your company must immediately cease and desist from all unlawful operations, including advertising. Pub. Util. Code Section 5411 states in part that any carrier which operates without a valid authority is guilty of a misdemeanor and is punishable by a fine of not less than \$1,000.

On February 25, 2025, your company was found operating without a valid authority at the San Francisco International Airport (SFO) and was issued Citation Number 48496 by the SFO's Ground Transportation Unit (GTU).

This letter places your company on notice that continued violations of the law without the required authority may result in enforcement actions, including criminal prosecutions. There will be no further warnings.

For information on obtaining a permit or certificate, go to:

<http://www.cpuc.ca.gov/transportationlicensing/>.

Please contact me within five days of receiving this notice at the telephone number and email address listed below.

Sincerely,

MaiKa Renda

MaiKa Renda, Enforcement Analyst
California Public Utilities Commission
Consumer Protection and Enforcement Division
Transportation Enforcement Branch
Email: bee.vang@cpuc.ca.gov
Telephone: (916) 584-0448

cc: Eric Hooks, Program and Project Supervisor

Renda, MaiKa

From: Vang, Bee "Maika"
Sent: Wednesday, April 9, 2025 12:33 PM
To: mayarlimo@yahoo.com
Cc: Hooks, Eric
Subject: Cease and Desist – (CSE-000447, Osama R. Rashed DbA Mayar Limousine Service, TCP 21447-P)
Attachments: CSE-000447 - CD Notice - Osama Rashed DbA Mayar Limousine Service.pdf

Attn: Osama R. Rashed

Attached is a Notice to Cease-and-Desist (C&D) from all Charter-Party Carrier (TCP) operations for Osama R. Rashed DbA Mayar Limousine Service.

On 2/25/2025, your company was found operating after revocation of its authority and with no airport permit at the San Francisco International Airport. The attached C&D Notice details the California Public Utilities Commission's rules and regulations as well as information on how to obtain a valid TCP operating authority. Additionally, a hard copy of this Notice was mailed to the following address: 1260 El Camino Real Apt 913, Millbrae, CA 94030.

If you have any questions, please contact me at the email address or telephone number listed below.

Thank you,

MaiKa Renda

Public Utilities Regulatory Analyst II

Consumer Protection & Enforcement Division
California Public Utilities Commission
O 916-584-0448

www.cpuc.ca.gov | Bee.Vang@cpuc.ca.gov

PUBLIC UTILITIES COMMISSION

STATE OF CALIFORNIA ■ 505 VAN NESS AVEN
■ SAN FRANCISCO CALIFORNIA ■ 94102-3298
ATTN: Maika Renda

CERTIFIED MAIL®



7022 2410 0003 2544 8318

7022 2410 0003 2544 8318

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☐ Return Receipt (electronic)

☐ Certified Mail Restricted Delivery

☐ Adult Signature Required

☐ Adult Signature Restricted Delivery

Postage

Total Postage and Fees

Postmark
Date

Sent To **MAYAR LIMO SERVICES (OSAMA RASHAD**

Street and Apt. No. or PO Box **1260 EL CAMINO REAL APT 913**

City, State, ZIP+4® **MILLBRAE, CA 94030**

PS Form 3800, April 2015 PSN 7530-02-000-9001 See Reverse for Instructions

Osama Rashad Rashed
Db: Mayar Limousine Service
1260 El Camino Real Apt 913
Millbrae, CA 94030

Attachment 4

From [REDACTED]

Sent: Tuesday, June 10, 2025 4:26 PM

To: Vang, Bee "Maika" <Bee.Vang@cpuc.ca.gov>

Cc: Lei, Shirley <shirley.lei@cpuc.ca.gov>; [REDACTED]

Subject: [EXTERNAL] RE: TCP-21447-P - Osama Rashed DbA Mayar Limousine Service

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi MaiKa!

We are aware that Mr. Rashed's wife works at SFO. Based off our observations, she works inside of [REDACTED] and is usually dropped off in the mornings [REDACTED] hours, then picked up in the afternoon [REDACTED] hours.

As for the incident on 2/25/2025, here's the description from my daily report on Mr. Rashed:

"At 0944, encountered known solicitor Osama Rashed operating a black Lincoln MKZ with LIC [REDACTED] on the on-ramp heading into the terminals. I followed him as he took the McDonnell Rd exit, and I lost sight of him as he sped into Courtyard A. At 0951 hours, saw him on the terminal loop and when he sped into domestic arrivals via the inner curb, I took the outer curb in an attempt to follow him, but he was driving too fast. I eventually found him at T3 loading a female passenger's luggage into his trunk. I parked at the T3 taxi lane, hopped over to grab the attention of the female passenger, and informed her that Osama was not a taxi. She explained that a university had hired a chauffeur to pick her up, and it was most likely Osama since he knew her name beforehand. I asked if she could provide any emails or messages just to make sure Osama was indeed her ride, but she wasn't able to provide any information and eventually entered his vehicle. Before leaving, I reiterated that Osama is an illegal operator without proper insurance and snapped a photo of Osama as he drove off angrily. "



Mr. Rashed driving onto the onramp towards the terminal loop.



Mr. Rashed leaving with the passenger (she was in the rear seat).

The mentioned admin citation and notice to cease & desist was sent to him via email (please see attached email).

I've also attached a spreadsheet listing all the hits from our LPRs (license plate reader) between 2/26/25- today (6/10/25), and it has registered 569 reads during this period. Since Mr. Rashed is a known solicitor, he typically solicits at both the International and Domestic Arrivals level. Please keep in mind that when he does drop off or pick up his wife, it should fall under "domestic arrivals" around [REDACTED] hours. He should not be entering International Arrivals for any legitimate reasons besides "picking up family members." I looked at his most recent LPR hit and cross referenced it with our surveillance camera and found him soliciting:

| | | | | | |
|------------|------------------------------------|------------|------------------------|------------|----|
| [REDACTED] | 7: International Arrivals Entry | [REDACTED] | 06/07/2025 06:53 PM | [REDACTED] | 95 |
|------------|------------------------------------|------------|------------------------|------------|----|



Mr. Rashed enters IT Arrivals at 1853 hours and pulls into the curb.



After parking, Mr. Rashed walked straight up to 2 passengers and spoke with them (attempting to solicit). The two passengers do not take his offer and he walks into the terminal to solicit further.



About 10 minutes later Mr. Rashed leads two female passengers to his vehicle. The interaction does not look very family-like.



Mr. Rashed loading their luggage into his vehicle.



The 2 passengers both get in the back seat (also very not family-like).

Additionally, here's another example of Mr. Rashed coming to the airport without the intention of picking up family members. On 5/27/2025, I encountered him as he was trying to pull into the limo stand (commercial limousine ONLY zone) at the International Terminal. He saw me and left, and did not return during my duration there. That would be a very unusual spot to pick up family members, especially for him to not return:



Hopefully, these photos will suffice, but please let me know if you need more information or have any questions.

Thank you!



[REDACTED]
Permit Compliance | Ground Transportation Unit | Airport Services
San Francisco International Airport | P.O. Box 8097 | San Francisco, CA 94128
Tel 650-821-6582 | Fax 650-821-3606 | flvsfo.com/gtu

From: Vang, Bee "Maika" <Bee.Vang@cpuc.ca.gov>

Sent: Tuesday, June 10, 2025 2:47 PM

To: [REDACTED]

Cc: Lei, Shirley <shirley.lei@cpuc.ca.gov>; [REDACTED]

Subject: TCP-21447-P - Osama Rashed DbA Mayar Limousine Service

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Good afternoon, [REDACTED]

I'm not sure if you remember me but my name is MaiKa Renda, I am an Enforcement Analyst with the Airport Enforcement Unit. I was assigned to investigate a complaint that you had sent over to the Transportation Safety Complaint Team.

The complaint is for Osama Rashed dba Mayar Limousine Service. I spoke with Mr. Rashed earlier, and he had claimed that he goes to SFO to pick up his wife/family member. He also claimed that he never received your Admin. Citation nor Cease-and-Desist Notice for February 25, 2025. I am drafting a citation for Mr. Rashed and is requesting for any photo evidence that you may have of Mr. Rashed operating at SFO on February 25, 2025, as well as any trip he may have conducted between the period of February 1, 2025, through May 1, 2025. Please let me know if you have any questions.

Thank you,

MaiKa Renda

Public Utilities Regulatory Analyst II

Consumer Protection & Enforcement Division
California Public Utilities Commission
O 916-584-0448

www.cpuc.ca.gov | Bee.Vang@cpuc.ca.gov

Attachment 5

STATE OF CALIFORNIA

GAVIN NEWSOM, Governor

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



June 11, 2025

TNC: 38150-A

Uber Technologies, Inc.
1515 3rd Street
San Francisco, CA 94158

Email: westregs@uber.com

Subject: **Data Request** [REDACTED]

Due Date: June 26, 2025

Dear Uber Technologies, Inc.:

The California Public Utilities Commission's (CPUC) Consumer Protection and Enforcement Division (CPED) requests the information listed in the attachment. Please provide the information on or before June 26, 2025, to maika.renda@cpuc.ca.gov and cc shirley.lei@cpuc.ca.gov. If you have any questions, do not hesitate to contact me.

If for any reason, you are unable to respond to this data request by June 26, 2025, please provide a written explanation by 5:00 p.m. on June 18, 2025, explaining why you cannot meet the due date, and when you anticipate providing the requested information.

Thank you for your cooperation.

Sincerely,

MaiKa Renda, Enforcement Analyst
California Public Utilities Commission
Consumer Protection and Enforcement Division
Transportation Enforcement Branch (TEB)
Email: maika.renda@cpuc.ca.gov
Telephone: (916) 584-0448

cc: Shirley Lei – TEB Interim Program and Project Supervisor

Attachment

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298



DATA REQUEST NO [REDACTED]

1. Please verify if the following vehicle listed below, which is identified by its license plate, was active on the Uber platform during the specified dates of operation.

| Date | License Plate |
|-----------|---------------|
| 2/25/2025 | [REDACTED] |
| 2/27/2025 | [REDACTED] |
| 2/28/2025 | [REDACTED] |
| 3/01/2025 | [REDACTED] |
| 3/02/2025 | [REDACTED] |
| 3/03/2025 | [REDACTED] |
| 3/04/2025 | [REDACTED] |
| 3/06/2025 | [REDACTED] |
| 3/07/2025 | [REDACTED] |
| 3/08/2025 | [REDACTED] |
| 3/09/2025 | [REDACTED] |
| 3/10/2025 | [REDACTED] |
| 3/11/2025 | [REDACTED] |
| 3/12/2025 | [REDACTED] |
| 3/13/2025 | [REDACTED] |
| 3/14/2025 | [REDACTED] |
| 3/15/2025 | [REDACTED] |
| 3/16/2025 | [REDACTED] |
| 3/17/2025 | [REDACTED] |
| 3/18/2025 | [REDACTED] |
| 3/19/2025 | [REDACTED] |
| 3/21/2025 | [REDACTED] |
| 3/22/2025 | [REDACTED] |
| 3/23/2025 | [REDACTED] |
| 3/24/2025 | [REDACTED] |
| 3/25/2025 | [REDACTED] |
| 3/26/2025 | [REDACTED] |
| 3/27/2025 | [REDACTED] |
| 3/28/2025 | [REDACTED] |
| 3/29/2025 | [REDACTED] |

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298



| | |
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| 4/03/2025 | |
| 4/04/2025 | |
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| 4/07/2025 | |
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| 5/17/2025 | |

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298



| | | | |
|-----------|--|--|--|
| 5/18/2025 | | | |
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| 6/05/2025 | | | |
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| 6/07/2025 | | | |
| 6/10/2025 | | | |

END OF REQUEST

Attachment 6

Attachment A

**Uber Technologies, Inc.'s
Narrative Response to Data Request No. [REDACTED]
June 20, 2025**

Pursuant to Data Request No. [REDACTED] ("Data Request") issued by the California Public Utilities Commission ("CPUC") on June 11, 2025, Uber Technologies, Inc. ("Uber") respectfully submits its responses in this Confidential Attachment A.

I. EXPRESS RESERVATIONS

- A. No response, limitation or lack thereof, set forth in this narrative shall be deemed an admission or representation by Uber as to the existence or nonexistence of the requested information or that any such information is relevant or admissible.
- B. Uber has made best efforts to provide the requested data as it exists in our internal systems, but cannot guarantee the complete accuracy of the submitted data.
- C. Uber reserves the right to modify or supplement its responses, and the provision of any information pursuant to any request is not a waiver of that right.
- D. Uber reserves the right to rely, at any time, upon subsequently discovered information.
- E. These responses are made solely for the purpose of this Data Request and for no other purpose.

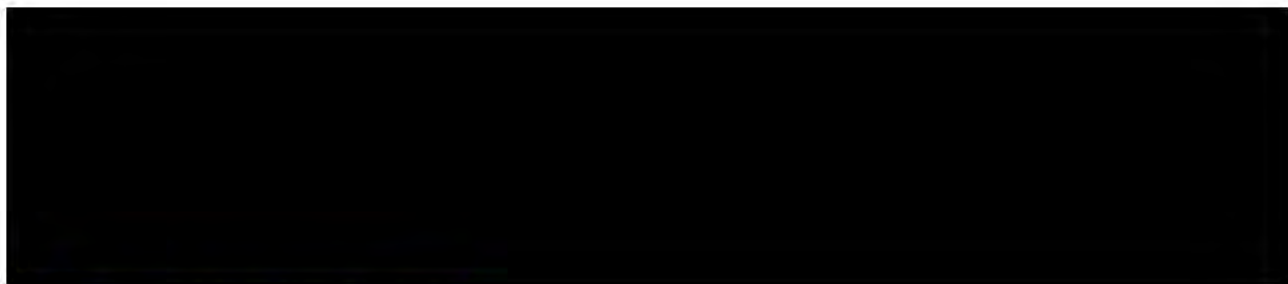
II. GENERAL OBJECTIONS AND QUALIFICATIONS

Uber objects to the questions in this Data Request to the extent that they rely on vague or undefined terms. Uber further objects to this Data Request to the extent that it seeks information pertaining to internal, non-public information regarding vehicles that may have provided trips on Uber's platform, that may be the subject of proprietary business information, trade secrets, and privacy rights.

III. CONFIDENTIALITY

Uber notes that the designated information submitted below in Attachment A shall be designated highly confidential and prohibited from public disclosure pursuant to General Order 66-D Section 3.2, the attached Declaration of Confidentiality (Attachment B), and the Uniform Trade Secrets Act. This information, if publicly disclosed, would create a breach of consumer privacy and given the proprietary nature of the information, would create substantial business harm to Uber.

IV. RESPONSES <<<BEGIN CONFIDENTIAL>>>



<<<END CONFIDENTIAL>>>

CERTIFICATE OF SERVICE

I certify that I have this day served the following documents on

Osama R. Rashed Db **Mayar Limousine Service**

TCP 21447-P

Case # CSE-000447

1. Administrative Citation T.2025-09-003
2. Citation Compliance Agreement
3. Investigation Report and Attachments
4. How to File an Appeal
5. Notice of Appeal Form and Certificates of Service Form (from Resolution ALJ-377)
6. Resolution ALJ-187
7. Certificate of Service

Date: September 8, 2025

MaiKa Renda

MaiKa Renda

TEB Enforcement Analyst